

Systems Management Subcommittee

Minutes of 6/8/04 Meeting

Attendees: Doug Mader, Charlie Zeberlein, David Gerth, Debbie Dunn, Lee Foster, Jim Scurry, Floyd Stayner and Eric Pinckney
(Not present: Dietra Thomas, Russell Collier and John Ward)

Meeting Scribe: Floyd Stayner

Minutes: Minutes from the 5/4/04 meeting were reviewed and approved.

Business:

Doug Mader discussed the attendance problems with recent meetings and the need to get discipline road-maps finished. He stated that the next baseline questionnaire will be coming out sometime over the summer. Eric Pinckney stated that each subcommittee chair will receive the new questionnaire for committee review prior to it being released.

Dave Gerth reviewed his product recommendations for different disciplines.

- **WebNM** was unanimously approved for tactical deployment for the Problem/Change and Network Events Monitoring disciplines.
- **Shavlik** was discussed as a solution for the Change/Configuration Management discipline. It is used specifically for Windows OS patch/service pack management.
Action: Dave agreed to find out if Shavlik is a Microsoft product and to provide a roadmap for this discipline given the future introduction of WUS.
- **McAfee Policy Orchestrator** was unanimously approved for virus software/signature management. **Action:** It was suggested that Dave should check with Jim McDougall about their solutions within the Security Domain and how this fits with their solutions. Floyd questioned whether alternatives were available by other vendors (e.g. Norton) that should be included as options but it was decided to present it and let the AOC see if they have issues with the recommendation.
- **Dameware** was presented as an architectural solution for problem management for windows clients. This seemed to be a specialized solution for old clients and will probably not be strategically important as agencies realize full deployment of XP and the embedded remote capabilities in that OS. Lee stated that VNC should probably be included as it is presently deployed, it works and it is open source.
- **Novell Zenworks** was suggested as a solution for Change/Configuration Management but at the present it is Netware specific. **Action:** Need to study how independent future revisions will be from Netware if it is used in non-Netware environments. It was suggested for 2 year tactical deployment. Additionally, Lee said that SMS needed to be included as a solution.
- **HP Advanced ILO** was voted for containment in the Configuration Management discipline.

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Charlie Zeberlein presented a roadmap for the **Performance Capacity Management** discipline recommending Somix WebNM and MRTG . The roadmap was approved by the committee. This discipline will be presented at the next AOC meeting on June 23, 2004 for approval.

Floyd presented an overview of the roadmap for **Network/Events Monitoring** that Russell had done. Some modifications need to be made. **Action:** Floyd will email the finished roadmap to the committee for review.

Lee presented an overview of the roadmap for **Software Distribution** discipline stating that Novell Zenworks, SMS and Symantec Ghost were solutions that would be in the roadmap for deployment. Update Expert would go to containment. **Action:** Lee will submit a completed roadmap for the discipline.

Doug presented the **End User Support** tools discipline. He recommended HEAT and Remedy as solutions for tactical deployment. Questions came up about Track-IT and whether it should be included as an enterprise solution given the absence of APIs for data conversion and lack of scalability. It was decided to resolve this at a later date.

Finally, question came up about presenting disaster recovery at the next AOC meeting since discipline has been approved by the committee. **Action:** Doug will check with Dietra about this.

Next Meeting: Tuesday, July 13, 2004, 2pm – Dept of Revenue.